

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

January 13, 2014  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 10<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:40	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:40 – 9:45	Clinical Quality Improvement ➤ OMD Report	C. Eisen
IV	9:45 – 9:50	Cultural Competency Updates	S. Chang Ptasinski
V	9:50 – 9:55	PRO	M. Hernandez
VI	9:55 – 10:05	Policy Update – Office of Compliance	C. Pham
VII	10:05 – 10:20	Change of Provider Requests	N. Kasarabada
VIII	10:20 – 10:30	ACCESS Center Survey Summary	T. Beyer
IX	10:30	Announcements:	

Next Meeting  
February 10, 2014  
9:00 – 10:30 a.m.  
550 S. Vermont Ave.  
2nd Floor Conference Room  
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	January 13, 2014	
Place	550 S. Vermont Ave., 10 <sup>th</sup> Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chairperson	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair Person	Carol Eisen, M.D.			
Members Present	Alan Lert; Alyssa Bray; Aprill Baker; Bertrand Levesque; Carol Eisen; Chun Ma; Cindy Pham; Debra Mahoney; Debi Berzon-Leitelt; Elisabeth Gildemontes; Elizabeth Owens; Gassia Ekizian; Jessica Wilkins; Karen Lee; Kimber Salvaggio; Kumar Menon; Leticia Ximenez; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Mary Crosby; Megha Reddy; Michael Tredinnick; Michelle Rittel; Misty Aranoff; Naga Kasarabada; Rhiannon DeCarlo; Sandra Chang-Ptasinski; Sherry Trujillo; Timothy Beyer;			
Excused/Absent Members	Angela Kahn; Anahid Assatourian; Ann Lee; Barbara Paradise; Catherine Bond; Emilia Ramos; Kari Thompson; Leah Carroll; Marylouise Barrosniska; Michelle Munde; Monika Johnson; Vandana Joshi			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		Introductions were made.	N. Kasarabada
Review of Minutes	The December minutes were reviewed.		Minutes were reviewed and approved with the requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC Liaison Reports</b>	<b>SA 1:</b> Dark in January. Currently working on the pilot project.	Next meeting: TBA	D. Berzon-Leitelt
	<b>SA 2 Adult:</b> Members are reviewing the Network of Care (NOC) website. IBHIS pilot will roll out on January 27, 2014.	Next meeting: January 16, 2014.	K. Salvaggio
	<b>SA 2 Children:</b> Dark in January.	Next meeting: February 13, 2014.	M. Rittel
	<b>SA 3:</b> Information from the previous Dept. QIC meeting was disseminated. Also our District Chief presented a certificate of Appreciation to Elizabeth Owens and Gassia Ekizian for their ongoing commitment and support to our Service Area as co-chairs. Tri city will be presenting on their process. Mary Crosby from QID presented on LBGTQ issues.	Next meeting: January 15, 2014. An ongoing discussion will continue on this issue.	B. Levesque
	<b>SA 4:</b> Materials from previous QI/QA meeting were discussed. ACCESS Center Referral survey was also discussed. Fiscal Compliance Audit can be scheduled anytime from last November to this September. Audit covers FY 2009-2010.	Next meeting: January 21, 2014.	A. Bray
	<b>SA 5:</b> Information from the previous Dept. QIC meeting was disseminated. QI goals were also discussed. Discussion/clarification regarding change of provider report. Some agencies still continue to have problems regarding change of provider report not being received by PRO. Some inactive providers are listed on the report from PRO. Communication with ACCESS Center following the recent referral survey, has improved the referral process. Inappropriate referrals are no longer received from ACCESS.	Next meeting: March 4, 2014. Dr. Kasarabada will communicate with PRO to update the list of providers. For any problems regarding referrals from ACCESS please notify Dr. Tredinnick at (562) 565-6397.	J. Wilkins
	<b>SA 6.</b> Dark in December.	Next meeting: January 23 <sup>rd</sup> , 2014.	A. Baker

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC Liaison Reports</b>	<b>SA 7:</b> Bryan Rowland presented on Parent-Child Interactive Therapy and Mark Ragins, M.D. presented on the Recovery Model and a discussion on the role of recovery in the integrated care model as we implement Health Care Reform.	Next meeting: February 11, 2014.	L. Ayala
	<b>SA 8:</b> Dark in December. ACCESS Referral surveys were submitted.	Next meeting: January 15, 2014.	M. Aranoff
<b>Countywide Children's</b>	Dark in January. Role of our meeting will be discussed at next meeting. It's a contractual requirement for providers to attend the Countywide Children's meeting.	Next meeting: February 20, 2014.	D. Mahoney
<b>Clinical Issues OMD</b>	<p>The purpose of the Medication Practice Parameters are to set standards for the Department of Mental Health. Parameters are also used by Risk Management to evaluate clinical incidents reported. Parameters are also part of the QI work plan goals. Medication monitoring is a requirement for systems review. Ms. O'Donnell listed the four most common causes of malpractice action against mental health providers:</p> <ol style="list-style-type: none"> <li>1. Suicide</li> <li>2. Failure to diagnose and treat</li> <li>3. Side effects of medications</li> <li>4. Boundary Violations</li> </ol> <p>Dr. Lee, Regional Medical Director for SAs 7 and 8 stated that when physicians start their assignment with directly operated clinics they receive a packet that includes hard copies of medication parameters. DMH permanent doctors have access to these materials on the website.</p>	The link to the Parameters will be sent by Ms. O'Donnell to all QIC members.	C. Eisen M. O'Donnell

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>Cultural Competency Committee</b>	Dr. Leticia Ximenez and Mr. Bruce Wheatley were elected as the new co-chairs. Potential 2014 workgroups are still being discussed. Some ideas include: The Three Year MHSA Plan, Health Care Reform, Spirituality Initiative, and developing a cultural competency data workgroup. Dr. Angelita Diaz-Akahori will present on the Three Year MHSA Plan at the February CCC meeting.	Next meeting: February 12, 2014. The CCC will launch a LGBTQ workgroup. The first meeting is being coordinated for the end of this month or early February. Dr. Chang Ptasinski will share outcomes from the 2013 workgroups at next meeting.	S. Chang Ptasinski
<b>Patients' Rights Office (PRO)</b>	The Local MH poster is updated and available in English and Spanish only. The purpose is to notify consumers at the clinics and provider sites on information about services. The Medical Beneficiary Handbook is available in alternative formats on CDs and Large print is also available.	Culture identification is part of the State requirement, and needs to be identified in the poster as we provide services in their culture.	M. Hernandez
<b>Policy Update – Office of Compliance</b>	Ms. Pham from Compliance Office provided an update on policies and reviewed the handout.	Any requested changes will be presented to Ms. Judith Weigand, from Compliance Office.	C. Pham
<b>Change of Provider Requests</b>	Dr. Kasarabada sent an email to SA District Chiefs regarding some providers not sending in their change of provider request logs to PRO. Information from change of provider requests has to be reviewed by SA QICs to address areas for quality improvement.	Change of Provider Log has to be sent on a monthly basis to PRO by providers. Dr. Kasarabada recommended for the next Quarterly Report distributed by Mr. Wilson to include only active providers.	N. Kasarabada

<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>ACCESS Center Survey Summary</b>	Dr. Beyer provided a summary on the Access Center Referral Survey findings. SA QIC chairs are encouraged to follow up on pending surveys from providers.	Any questions regarding ACCESS referrals should be directed to Dr. Tredinnick at (562) 565-6397. SA QIC chairs to clarify/follow up procedures on ACCESS referrals to providers and ensure the client is contacted in a timely manner on their service request. The disposition should be documented on the Service Request Log per policy 202.43.	T. Beyer
<b>Announcements:</b>	Dr. Kasarabada had a conference call with EQRO. EQRO review will be held April 28 through May 1, Service Areas 1 and 3 are selected for their review. A conference call will be scheduled with EQRO team and the respective District Chiefs in the near future when the notification packet is sent by the review team.		
<b>Handouts:</b>	➤ Policy Updates		
<b>Next Meeting:</b>	February 10, 2014		

Respectfully Submitted,

Naga Kasarabada, Ph.D.